

Q. I have a complaint about my nursing program or wish to appeal an academic decision. Can the Board of Nursing respond to my complaint?

A. The Wisconsin Board of Nursing should not be the first place to seek redress on complaints about your nursing program; instead, students with complaints about their program should first seek to resolve their complaint with the school. While the Board of Nursing has authority under [chapter 441](#) of the Wisconsin Statutes to regulate nursing programs, the regulation is limited to the confines of [chapter N1](#) of the Wisconsin administrative code. In addition, it is the Board's experience that most, if not all accredited or EAB-schools have policies and procedures to address student complaints.

In general, the Board of Nursing approves programs to provide nursing education under continuation of their program approval status based on guidelines established under [ss. N 1.04, 1.05 and 1.06, Wis. Admin](#) code. If a program fails to meet those guidelines, the Board may place the program on probation status. Student complaints about grading procedures and student/teacher conflicts may not fall under the authority of the Board.

If you have a complaint about your program or wish to appeal an academic decision, ***the Board of Nursing strongly advises that you first work within the school to resolve your issues.*** If you do not have information about your school's complaint resolution or academic appeals procedures, please seek to obtain information from the school. Information should be available from a number of sources, such as a school catalog, your academic advisor, student services, the dean of students, etc.

For institutions approved by the state's Educational Approval Board (EAB), you can contact EAB about your complaint. A list of EAB-approved schools and details pertaining to filing complaints are available from the EAB's website at <http://eab.state.wi.us>.

If you have a complaint about the professional conduct of a Nurse in your academic program, the Board may have jurisdiction based on the nature of your complaint. If the Nurse appears to have violated professional standards under [chapter N6](#) or rules of conduct under [chapter N7](#) of the Wisconsin Administrative code, the Board of Nursing requests that you file a complaint with the Department of Regulation & Licensing. On the front page of the Department's Website at <http://drl.wi.gov/>, you may find information about complaints under "How Do I... File a Complaint" and the appropriate forms under "[Complaints](#)" or "[File a Complaint](#)".